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Manufactured Housing Dispute Resolution Program 2010 1st Quarter Statistics

Complaints filed January 1 to March 30, 2010	<u>1st Qtr</u>	<u>YTD</u>
Complaints filed by tenants	43	43
Anonymous complaints by tenants (no action taken)	0	0
Complaints filed by landlords	0	0
 Complaint closures June 1, 2009 to September 30, 2009		
Negotiation Phase case outcomes	63	63
Issue resolve with MHLTA compliance	31	31
Appears no MHLTA violation & no further Investigation necessary	9	9
Issue outside jurisdiction	10	10
Complainants withdrew or Respondents did not respond & no further Investigation necessary	5	5
Assigned to Investigation Phase	8	8
 Formal Investigation Phase case outcomes	2	2
Notice of Violation filed	1	1
Notice of Non-Violation filed	0	0
Notice of Non-Violation with Voluntary Compliance	1	1
Settlement Agreement in Lieu of Violation	0	0
Settlement Agreement in Lieu of Non-Violation	0	0
Notice of Deactivation filed – Complainant disengaged	0	0
 Office Administrative Hearings appeal outcomes	1	1
AAG position upheld	0	0
AAG position denied	0	0
Settlement Agreement prior to hearing	1	1
 Enforcement action taken	0	0
Notice of Non-Compliance	0	0
Notice of Fine	0	0
Fine waiver – Compliance met	0	0
 Other Constituent contacts		
First time telephone inquiries	129	129
Email inquiries	20	20
Requests for information to be sent by mail	96	96